

BHARAT SANCHAR NIGAM LIMITED

(A Government of India Enterprise)
(Revenue Management Branch- CFA)

Corporate Office,
Room No.216, II floor, Eastern Court,
Janpath, NEW DELHI-110 001

No. 2-11/2009-BSNL/TR/[Pt-II]

Dated 30.9.2010

To
All Heads of Telecom Circles/Metro Telephone Districts
Bharat Sanchar Nigam Limited

01.10.2010

Sub: Clarifications on the queries concerning Project "Kuber".


Ref: 1. A.P. Circle's letter no: TAC/TR-101/Project Kuber-Kw/2009-10/38 dated 31.7.2010
2. Tamilnadu Circle's letter no: TR/Kuber/SSAs-Corres/2009-10/28 dated 13.8.2010

A.P and Tamilnadu Telecom Circles, vide their letters quoted under reference, have raised certain queries concerning the implementation of Project "Kuber" in their respective Circles and sought clarifications thereon. The queries received from these Circles were examined in this office and are clarified hereunder -

Query No	Description of Query	Clarification
1	Whether the existing Agencies which are appointed for recovery of outstandings under project "Kuber" can be continued for collection of amounts beyond one year from the date of their appointment. (A.P.Circle)	As per Para 1 of Agreement covering Appointment and Duration, the appointment of Collection Agents/Agencies takes effect from the date of signing of Agreement. The scheme has been extended for a further period of one year vide this office letter no 2-11/2009-BSNL/TR [CFA] dated 23.08.2010. Further extension of contract beyond the initial period of one year can be considered by the SSAs, if Service/Performance of Collection Agents/Agencies is found to be satisfactory after obtaining consent from the Agents/Agencies in writing.
2	In Hyderabad SSA, two Recovery Agents selected through limited tender did not pay the required Security Deposit. Hence, appointment was not given. Now, Hyderabad SSA proposes to float a limited tender again for the unassigned accounts. But, a doubt has arisen as to whether the same can be done in view of the fact that the scheme of project Kuber itself expired on 08.07 2010. (A.P.Circle)	The Project "Kuber" has been extended for a further period of one (1) year vide this office letter no 2-11/2009-BSNL/TR [CFA] dated 23.08.2010. At the time of initial launch of recovery scheme under project "Kuber" vide this office letter no. 2-11/2009-BSNL/TR dated 09.7.2009, a well defined process for appointment of Private Recovery Agents/Agencies has been prescribed. The appointment process has been explained vide paras 2.2 to 2.4 of the referred instructions which may be followed.

3	In many SSAs, agents were terminated due to their poor performance. Whether fresh tenders can be processed now for appointment of new agents for the accounts remained unallocated. (A.P. Circle)	Clarified vide response to query 2 above.
4	Whether the SSAs can extend the agreement with the collection agencies for further period beyond the initial agreement for one year (Tamilnadu Circle)	Clarification provided to query no 1 above may be referred to.

Heads of Telecom Circles/Metro Telephone Districts are requested to take action in the matter on the basis of above clarifications which may kindly be circulated amongst all the field formations


(K.M Qanungo)
Dy. General Manager (RM-I)